

REMARKS

35 U.S.C. §103(a)

The Examiner has rejected claims 1 to 4 and 6 to 13 as being unpatentable over US7111523 (Gagle) in view of US2006/0123060 (Allen).

Claim 1 has been amended to read as:

"A network comprising a plurality of contact centers each contact center comprising:

- (iii) a contact object memory storing a plurality of contact objects each representing a different contact in the network of contact centers; and*
- (iv) an agent object memory storing a plurality of agent objects each representing a different agent in the network of contact centers, each of said plurality of agent objects comprising information representing a respective agent and its availability status;*

said plurality of contact centers being arranged to replicate and synchronize said contact objects and agent objects being replicated and synchronized at each of the plurality of contact centers whereby the network comprising said plurality of contact centers does not require a central network-queue manager controller and said plurality of contact centers is further arranged such that, if there a fault or a change of mode of operation at one of said plurality of contact centers, remaining ones of said plurality of contact centers continue to replicate and synchronize said contact objects and agent objects at each of said remaining ones of the plurality of contact centers" (changes over previous claim 1 highlighted by underline and strikethrough).

Basis for the changes can be found throughout the specification but particularly at page 7, line 15 ("no central controller"), page 4, lines 15 to 23 ("modes of operation") and page 7, lines 16 to 21 ("occurrence of a fault in one of the contact centers").

As indicated in detail in Applicants' last response, the relevant parts of which should be considered as comprising a part of this response, Gagle teaches that a central network call monitor server is an essential component. Therefore, even though the individual contacts centers of Gagle can continue to operate separately when the queue monitor server fails, there is no ability for a subset of said contact centers to continue to load share as is possible in the system of the present invention when one of the contact centers fails at least in respect of its ability to notify other contact centers of changes in its stored contact objects and agent objects or changes its mode of operation to a non-sharing mode for a particular contact or a period of time etc.

There is nothing in the disclosure of Allen that makes up for the deficiencies in Gagle or that would lead one skilled in the art to the arrangement of the present invention as defined by claim 1.


The combination of Gagle and Allen does not teach all of the limitations of claim 1 and the combination cannot result in the network arrangement defined by claim 1.

Independent claims 7, 8 and 13 have been amended in a manner that is generally consistent with the changes made to claim 1 and thus the foregoing submission is equally applicable thereto.

In view of the foregoing, it is submitted that the claims presented herewith are in condition for allowance.

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Respectfully submitted,



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